

Sweet Karoline's Cakes Technical Systems	Version: 1.0
Use Case Specification: Schedule Completion Date	Date: 10/12/2018
Very Good Company	Use Case ID: H010

# Use Case Specification: Schedule Completion Date

## 1. Schedule Completion Date

### 1.1 Brief Description

This use case describes how a customer would go about scheduling an appointment on the Sweet Karoline's Cakes website.

## 2. Flow of Events

### 2.1 Basic Flow

1. Customer visits Sweet Karoline's Cakes website
2. Customer decides to order a cake/cupcake.
3. Customer completes steps in order request form, subsequently arriving at the scheduling section of the form.
4. Scheduling system provides the customer with a calendar showing open dates and times that are available for a cake to be completed and delivered on.
5. Customer chooses an appointment that works best for them from the available dates shown
6. Customer submits their date/time request.
7. Scheduling system alerts Karoline Gardner of a new appointment being made.

### 2.2 Alternative Flows

#### 2.2.1 Customer Chooses Carryout

1. Scheduling system provides alternative dates and times for which their cake is available to be completed and ready for pickup by.
2. Customer chooses date and time from those available for carryout
3. Customer submits scheduling request.

## 3. Pre-conditions

### 3.1 Customer has completed a quote request form.

## 4. Post-conditions

### 4.1 Karoline either confirms or denies the appointment date chosen.

### 4.2 A receipt is sent back if confirmed; customer is told to choose another date/time if denied.